

### **REVENUE AND RECOVERY OFFICER III**

#### **DEFINITION:**

Under general direction, to supervise and train subordinate staff in the location of debtors and their assets, the examination of financial liability, and the enforcement of collections; and to perform related work.

#### **DISTINGUISHING CHARACTERISTICS:**

Revenue and Recovery Officer III is a first line supervisor and the highest class in the Revenue and Recovery Officer class series. Positions in this class supervise a unit of Revenue and Recovery Officers and assigned support clerical staff and are responsible for the more specialized and difficult collection work. This class is distinguished from the next higher class, Section Chief, Revenue and Recovery, which is a section head responsible for supervising several units through subordinate supervisors and may serve as the manager of a branch office.

#### **EXAMPLES OF DUTIES:**

**Fiscal:** Evaluates and approves the work of subordinates; initiates and/or delegates simple to complex account receivable and trust adjustments to facilitate collections and distribution of funds, to ensure compliance with established policies.

**Collection/Enforcement:** Supervises the review of delinquent accounts for the determination of the best course of action; supervises, and in more difficult cases, initiates the contact of debtors by phone, correspondence, or in person; conducts investigations to locate debtors; discovers income and assets; conducts interviews; determines financial liability; effects collections; and determines feasibility of litigation; prepares documentation; and conducts litigation in some cases and makes recommendations; prepares documents and assists in litigation in other cases; and supervises the maintenance of fiscal/collection records to the standards of court evidence.

**Supervision:** Responsible for the direction, training and coordination of unit personnel and work assignments; supervises subordinate staff in a variety of activities; evaluates staff in job proficiency; trains, develops and motivates staff to perform assigned tasks.

**Communication:** In addition to daily supervisory contacts with staff, conducts formal consultation/interrogation, and responds to more complex oral and written communication; acts as liaison with other County offices, state and federal agencies, attorneys, various courts and private sector business, by phone, correspondence or in person.

**Office Procedure:** Performs basic office management; assigns staff workloads and schedules; maintains and delegates the maintenance of various records and logs.

#### **MINIMUM QUALIFICATIONS:**

##### **Thorough Knowledge of:**

- Effective interviewing and interrogating practices and techniques.
- Methods and techniques used to effect collections.
- Investigative procedures necessary to collect delinquent accounts.
- Investigative procedures necessary to gather and present evidence.

- Criminal and civil laws related to collections.
- Financial record keeping and billing procedures.
- Legal terminology.
- California courtroom procedures.

**General Knowledge of:**

- Supervision and training practices and techniques.
- Basic operation of personal computer and office equipment.
- General Management System in principle and in practice.

**Skills and Ability to:**

- Compute simple to complex mathematical calculations.
- Interview and/or interrogate clients effectively in stressful situations.
- Establish and maintain complete and accurate records and accounts.
- Demonstrate mature judgment in collecting accounts.
- Read and interpret court orders, legal procedures and other documents related to the collection of delinquent accounts.
- Demonstrate effective oral and written communication.
- Identify discrepancies and select appropriate solutions.
- Use tact and courtesy in dealings with general public or representatives of other agencies.
- Learn to supervise and train subordinate personnel.
- Input and retrieve data and information stored in a computerized record system.

**EDUCATION/EXPERIENCE:**

Education, training and/or experience which clearly demonstrates possession of the knowledge and skills stated above. An example of experience that would be considered qualifying is:

1. Two (2) years of experience as a Revenue and Recovery Officer II in the County of San Diego; OR,
2. Three (3) years of professional full time work experience in the collection of funds owed to a public and/or private agency that included independent responsibility for planning the extent and methods of collecting and enforcement, AND, at least one (1) year in a lead or supervisory capacity.

**SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**

**Working Conditions:**

Requires frequent/constant contact with members of the public who may be uncooperative, irate and/or emotionally upset.

**Character:**

Prior to appointment, applicants will be required by the appointing authority to furnish a complete record of any conviction(s). Felony convictions for misappropriation or embezzlement of funds, or a closely related crime will be disqualifying.